Service Category	Service Name	Short description
Account Management	Folder/Share Access Request	Use this form when requesting to add, modify or remove access to folders and shares.
Account Management	KSE Assignment Group/Queue Request	This item should be used to create, modify, or disable an assignment group or queue in Keystone Edge.
Account Management	SARA Request	SARA Request
Account Management	ServiceNow Delegate User	Use this form to grant delegated access to a user in the VITA service catalog.
Account Management	SWAP Account Request	This is a request to create a Secure Web Application Portal (SWAP) Account.
Application Integration Services	AIS Application Server	The AIS Application Server (AIS-APPSVR) service offers agencies an application server platform for hosting agency applications.
Application Integration Services	AIS Database	The AIS Database (AIS-DB) service is currently only offered to support other AIS Services.
Application Integration Services	Business Rules Management	The Business Rules Management (BRM) service offers agencies a robust system for managing and accessing business logic.
Application Integration Services	Enterprise Service Bus	The Enterprise Service Bus (ESB) service enables agencies to simplify, expedite, and streamline their application integration.
Application Integration Services	Mailing Address Verification	The Mailing Address Verification (MAV) service is a real-time address verification service. Agencies subscribed to MAV can utilize real-time address lookups in agency applications.
Cloud Services	Amazon Web Services	The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. AWS must be implemented with Direct Connect.
Cloud Services	Cloud Service Assessment	Enterprise Cloud Oversight Service (ECOS) provides oversight functions and management of cloud based services, specifically focused on software as a service (SaaS). The service assures compliance and

Service Category	Service Name	Short description
		improved security by providing transparency through VITA oversight.
Cloud Services	Cloud Service Oversight (Monthly)	Enterprise Cloud Oversight Services (ECOS) Oversight
Cloud Services	Cloud Sourcing Specialist	Enterprise Cloud Oversight Services (ECOS) Supply Chain Management (SCM) Services
Cloud Services	eSignature	An electronic signature, often referred to as an e-signature, is intended to provide a secure and accurate identification method for the signatory to provide a seamless transaction and is a person's electronic expression of his or her agreement to the terms of a particular document.
Cloud Services	Microsoft Azure Infrastructure Service	The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. Azure must be implemented with ExpressRoute.
Cloud Services	Oracle Cloud Infrastructure (OCI)	The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. OCI must be implemented with Oracle FastConnect.
COV Account Updates	COV Security Group Request	Use this form to request new security groups or to make changes to an existing security group.
COV Account Updates	Extend Existing COV Account	Use this form to extend or renew COV accounts.
COV Account Updates	Offboarding Employee/Contractor	Use this form to off-board an employee or contractor.
COV Account Updates	Onboarding Employee/Contractor	Use this form to onboard an employee or contractor.

Service Category	Service Name	Short description
COV Account Updates	Okta Authentication	This form can be used to update user information related to Okta application access.
COV Account Updates	Re-Enable Existing COV Account	Use this form to re-enable COV accounts that are currently disabled.
COV Account Updates	Temporary Disable COV Account	Use this form to temporarily disable a COV account in active directory (AD).
COV Account Updates	Update Existing COV Account	Use this form to change account information.
COV Account Updates	Urgent Account Disable	Use this form for URGENT account de-provisions.
Domain Name Services	DNS Entry\Update	This form can be used to create, remove or update domain name system (DNS) entries.
Mainframe Services	Legacy Applications Assessment Service	A Legacy Applications Assessment is a method of understanding the agency's existing components in the mainframe environment before deciding how to perform their modernization that may involve automated conversions, re-platforming, tool-assisted re-engineering, or other agency requirements.
Mainframe Services	Logon ID Request (Form VITA 003-01) – IBM Mainframe	This form, also known as VITA form 03-001, is used to request a logon ID to obtain access to the VITA IBM mainframe.
Mainframe Services	Mainframe Account Billing Request	
Mainframe Services	Mainframe Service Billing Contact Change	Mainframe Service Billing Contact Change
Mainframe Services	Mainframe Services User ID Account Number	Mainframe Services User ID Account Number
Messaging	Google Group Request	Use this form when you need to have a distribution list (DL) created, modified, or deleted
Messaging	Google Resource Request	Use this form when you need a Google resource such as calendars or conference rooms.
Messaging	Shared Mailbox Request	Use this form when requesting to create, modify or remove a shared mailbox.

Service Category	Service Name	Short description
Messaging Services	Enterprise Handheld Service - Google Mobile Device Management (MDM)	Enterprise Handheld Services Mobile Device Management (MDM) provides users the capability to access email, calendar, and contacts within the COV environment securely from Android & iOS mobile devices, including tablets.
Messaging Services	ESNA Fax to Email	Enterprise Fax service is an enhancement to existing messaging mailbox services that provides users the capability to send or receive faxes from an email mailbox.
Messaging Services	ESNA Voicemail to Email	Esna Officelinx Messaging lets you access and manage voice messages right from your email. (Must be a UCaaS customer)
Messaging Services	Google Drive	Google Drive is a cloud storage service that allows document sharing within the COV domain.
Messaging Services	Google Chat and Google Meet	Google Chat is an instant messaging application that enables users to send and receive direct and group instant messages in real time. Google Meet allows users to participate in teleconferencing and video sessions, with features such as screen sharing, meeting chat, image capture and more.
Messaging Services	Google Meet with Recording	Google Meet with Recording allows users to host virtual audio or video conferences
Messaging Services	Google Vault	Messaging archiving service is an enterprise-wide solution that allows any customer subscribed to Messaging Mailbox to archive all inbound and outbound emails.
Messaging Services	Messaging Mailbox Service - Email	Messaging Mailbox Email service is a robust, cloud-based solution for email, calendar and messaging.
Messaging Services	Workspace One for Mobile Device Management (MDM)	Workspace One (formally AirWatch) for mobile device management (MDM) enables eligible customers to securely access and manage Commonwealth of Virginia (COV) applications on a mobile device without the use of a public facing application store. The service allows the ability to configure and manage settings, deploy applications and provide up to date metrics on the state of a

Service Category	Service Name	Short description
		device. Workspace One can support a wide array of devices including Apple and Google based technologies. An agency application must be configured by its owner to leverage Workspace One.
Messaging Services	Virtru Email Encryption	Secure Email service enables the commonwealth to encrypt emails, attachments, files and other content shared from messaging mailbox accounts.
Network Services	Managed LAN	Managed LAN provides for the complete management of local area network switches including management, monitoring, configuration, trouble resolution and reporting. Must be implemented with a managed WAN or managed router and secure gateway.
Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.
Network Services	Managed Wireless LAN	Managed WLAN provides for the complete management of wireless local area network equipment including management, monitoring, configuration, trouble resolution and reporting. Must be implemented with a managed WAN or managed router and secure gateway.
Network Services	Network - MACD (Move, Add, Change, Disconnect)	Use this form to request a change or disconnect to an existing MWAN, MLAN, or MWLAN service.
Network Services	Network Firewall Rule	This service is a standard service request for Eligible Customers to request the implementation of new network managed firewall rules, the change of existing firewall rules, or the removal of existing firewall rules. The details expressed in the spreadsheet of the Project Information section of the associated standard service request form will be used by the vendor to fulfill the request.

Service Category	Service Name	Short description
Network Services	Secure Cloud Interconnect (SCI)	SCI provides an interconnection with the network of select third-party cloud providers enabling an agency to utilize those third-parties' cloud services over a private IP to the COV environment network. Once the first agency subscribes SCI, the service rises to an enterprise connection at CESC. The connection can grow as the commonwealth's usage grows.
Network Services	Secure Gateway Service	The secure gateway (SG) service is a network-based service that securely connects the customer's private network to the public internet through a logical, virtual port (universal port).
Network Services	Wide Area Network (WAN) Analysis Reporting	The Wide Area Network (WAN) Analysis Reporting will allow authorized agency users to request access to view historical, as well as current, network analysis and to access multiple reporting options. This tool only supports agency sites that have undergone modernization.
Other Catalog Needs	Add/Move/Change for Site Information	
Other Catalog Needs	CMDB Configuration Item (CI) Update Request	Modifying configuration items (CI) in the configuration management database (CMDB)
Other Catalog Needs	Create a new Dispute	
Other Catalog Needs	General Service Request	Cannot find what you're looking for elsewhere in the service catalog? Utilize this form.
Other Catalog Needs	Submit Improvement Suggestion	
Personal Computing	Agency Specific Device	This allows customers to bring devices to their agency that are not currently being offered in the service catalog.
Personal Computing	Apple MacBook Pro	Traveling Professional - Premium Laptop Plus
Personal Computing	Asset Move	This form allows users to move assets from one site to another.
Personal Computing	Asset Removal	This form allows users to complete up to 20 agency asset removals on site including desktops, laptops and monitors.

Service Category	Service Name	Short description
Personal Computing	Asset install	Use this form to request that existing devices be installed onsite.
Personal Computing	Asset tag replacement	Use this form to order a new asset tag for a device (e.g., if the original asset tag is damaged or missing).
Personal Computing	Deferred personal computer (PC) refresh re-engagement	This form is used to re-engage agencies in the PC refresh process.
Personal Computing	Data transfer	Use this form to request data transfer from one device to another device. If more than 20 assets require data transfer, please submit a request for solution (RFS).
Personal Computing	Dell 24" Monitor	Part # 210-AQDX, Model # P2419H
Personal Computing	Dell 27" Monitor	Part # 210-AQCS, Model # P2719H
Personal Computing	Dell Adapter 65-Watt Type-C with 1M Power Cord	Part # 492-BCBI, Model # 9FNYW
Personal Computing	Dell Business Dock - Thunderbolt WD19TB (180W)	Manufacturer part 9GMPM - Dell part 210-ARIK
Personal Computing	Dell Business Dock - WD19 (130W)	Manufacturer part 5H8CR - Dell part 210-ARIO
Personal Computing	Dell Business Dock - WD19 (180W)	Manufacturer part KXFHC - Dell part 210-ARIQ
Personal Computing	Dell Keyboard Cover with Kickstand	Manufacturer part HDXX9 - Dell part 580-AGLL
Personal Computing	Dell KM636 Wireless Keyboard & Mouse Black (English)	Part # 580-AEYY, Model # 6PM08
Personal Computing	Dell Mobile Precision 3550	Traveling Professional - Standard Laptop Plus
Personal Computing	Dell Mobile Precision 3551	Traveling Professional - Premium Laptop
Personal Computing	Dell Mobile Precision 5550	Engineer - Premium Laptop
Personal Computing	Dell Optiplex 3080 SFF	Desk Centric - Standard Desktop
Personal Computing	Dell Precision 3640	Engineer - Premium Desktop
Personal Computing	Dell Latitude 5420 Rugged Laptop	Field Worker - Ruggedized Laptop
Personal Computing	Dell Latitude 7220 Rugged Tablet	Field Worker - Ruggedized Tablet

Service Category	Service Name	Short description
Personal Computing	Dell Latitude Rugged Display Port Desk Dock	Part # 452-BCGQ, Model # Y0WTV
Personal Computing	Dell Precision 3440	Desk Centric - Performance Desktop
Personal Computing	Dell Rugged Active Pen	Model # 750-ABNG
Personal Computing	Dell Rugged Tablet Dock	Part # 470-ABNJ, Model # F5Y9P
Personal Computing	Dell USB Slim DVD +/- RW Drive	Part # 429-AAUQ, Model # DW316
Personal Computing	Dell Wired Keyboard - KB216 and Wireless Mouse-WM126 (Black)	Part # 203-BBIO, Model # FTCG3, D00FP
Personal Computing	EUC CMDB Device Update	Use this form to update computer asset inventory information (e.g., user address, asset tag and agency) in the configuration management database (CMDB).
Personal Computing	HP Display Port to VGA Adapter	Part # F7W97AA, Model # F7W97AA
Personal Computing	HP EliteBook x360 1030 G7	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	HP EliteDesk 800 G6 SFF	Desk Centric - Performance Desktop
Personal Computing	HP External DVDRW Drive	Part # F2B56AA , Model # F2B56UT
Personal Computing	HP E24 G4 FHD Monitor	Model: 9VF99AA#ABA
Personal Computing	HP E27 G4 FHD Monitor	Model: 9VG71AA#ABA
Personal Computing	HP ProDesk 600 G6 SFF	Desk Centric - Standard Desktop
Personal Computing	HP Slim Wireless Keyboard and Mouse	Part # T6L04AA, Model # T6L04AA
Personal Computing	HP Thunderbolt Dock 230W G2	Manufacturer Pat # 3TR87AA#ABA
Personal Computing	HP USB Business Slim Keyboard	Part # N3R87AA, Model # N3R87AA
Personal Computing	HP USB-C Dock G5	Manufacturer Pat # 5TW10UT#ABA
Personal Computing	HP USB Optical Scroll Mouse	Part # QY777AT, Model # QY777AT
Personal Computing	HP Z2 G5	Engineer - Premium Desktop
Personal Computing	HP ZBook Fury 15 G7	Engineering - Premium Laptop
Personal Computing	HP ZBook Firefly 14 G7	Desk Centric - Standard Laptop
Personal Computing	HP ZBook Firefly 15 G7	Desk Centric - Standard Laptop

Service Category	Service Name	Short description
Personal Computing	Keep Your Hard Drive	To allow customers to keep their hard drive instead of returning it with the device.
Personal Computing	Microsoft Surface Dock 2	Model # 1GK-00001
Personal Computing	Microsoft Surface Pro 7+	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	Microsoft Surface Pro 7+ LTE	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	Microsoft Surface Laptop 3 - 13.5in	Traveling Professional - Performance
Personal Computing	Microsoft Surface Laptop 3 - 15in	Traveling Professional - Premium
Personal Computing	Microsoft Surface Power Supply (65W)	Part # Q5N-00001, Model # Q5N-00001
Personal Computing	Microsoft Surface USB-C Travel Hub	Model # 1E4-00001
Personal Computing	Logitech Z207 Speakers	Manufacturer part 980-001294, Dell part A9919254
Personal Computing	Personal Device Service Tier Change	Use this form to request a service (support) tier change for an end user computing device. The available service tiers are Gold, Silver, Bronze and Offline.
Personal Computing	PC Reimage	Use this form to request that a PC be reimaged. If more than 20 PCs require reimaging, please submit a request for solution (RFS).
Personal Computing	Printer Driver Install	This form allows users to install print drivers on up to 20 machines.
Personal Computing	Request for Modification of Computer	Modification of Personal computers
Personal Computing	Service Desk Services	Service Desk Services are the services and activities required to coordinate and to respond to problems and service requests made by the end-users and Commonwealth technical staff. The Service Desk provides a toll-free contact number and is responsible for end to end ownership (e.g., logging, tracking, resolution and reporting) of Service Desk trouble tickets and service requests. Requests for information, Service Desk trouble tickets and service requests

Service Category	Service Name	Short description
		shall be resolved by the Service Desk staff or may need to be referred/escalated to more specialized entities for resolution such as VITA staff, a vendor or other designated third parties.
Personal Computing	Software Install	This form allows users the ability to install software on up to 20 agency devices.
Personal Computing	Software Change-Removal	Use this form to request a software update to or removal from a workstation. If more than 20 workstations require a software update or removal, please submit a request for solution (RFS).
Personal Computing	Surface Arc Mouse - Light Grey	Part # FHD-00001, Model # FHD-00001
Personal Computing	Surface Dongle mDP-HDMI	Part # EJU-00001, Model # EJU-00001
Personal Computing	Surface Dongle mDP-VGA	Part # EJQ-00001, Model # EJQ-00001
Personal Computing	Surface Go Signature Type Cover - Keyboard	Part # FMN-00001, Model # FMN-00001
Personal Computing	Surface Keyboard - Gray	Part # 3YJ-00022, Model # 3YJ-00022
Personal Computing	Surface Mouse - Gray	Part # 3YR-00001, Model # 3YR-00001
Personal Computing	Surface Pen	Part # EYV-00001, Model # EYV-00001
Personal Computing	Targus 15.6" Intellect Advanced Backpack	Part # TSB968GL, Model # TSB968GL
Personal Computing	Targus 15.6" Meridian II Toploading Laptop Case	Part # TST031US, Model # TST031US
Personal Computing	Targus Intellect Sleeve with Strap (TBT240US)	Part # TBT240US - Model # TBT240US
Printer Services (ONLY AVAILABLE FOR PILOT GROUP AT THE MOMENT)	Follow Print Service (FPS)	The follow print service (FPS) provides print management workflows for authentication, desktop printing and secure printing and reporting from any enabled device in the user's agency.
Printer Services	Printer - MACD (Move, Dispose)	Use this form to request to move or dispose of a networked multifunction or single-function printer.

Service Category	Service Name	Short description
Printer Services	Printer – Consumables	Use this form to request consumables for a networked multifunction or single-function printer.
Printer Services	HP Color LaserJet Enterprise M555DN	This category 2 networked single-function printer is a desktop model with color print capability that is suited for moderate use. This device prints 40 pages per minute on up to 8.5x14" paper.
Printer Services	HP Color LaserJet Pro M452DN	This category 1 networked single-function printer is a desktop model with color print capability that is suited for low use. This device prints 28 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet Enterprise M611DN	This category 4 networked single-function printer is a desktop model with black and white print capability that is suited for high use. This device prints 65 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet M404DN	This category 1 networked single-function printer is a desktop model with black and white print capability that is suited for low use. This device prints 40 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet M610DN	This category 3 networked single-function printer is a desktop model with black and white print capability that is suited for moderate use. This device prints 55 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet Pro CP4025DN	This category 2 networked single-function printer is a desktop model with color print capability that is suited for moderate use. This device prints 35 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox B405DN	This category 1 multifunctional print device is a desktop model with black and white print capability that is suited for low use. This device prints at 47 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox B7035H	This category 1 multifunctional print device is a standalone model with black and white print capability that is suited for low use.

Service Category	Service Name	Short description
		The device prints at 35 pages per minute on up to 11x17" paper.
Printer Services	Xerox B8145H	This category 2 multifunctional print device is a standalone model with black and white print capability that is suited for moderate use. This device prints 45 pages per minute on up to 11x17" paper.
Printer Services	Xerox B8170H	This category 3 multifunctional print device is a standalone model with black and white print capability that is suited for high use. This device prints 75 pages per minute on up to 11x17" paper.
Printer Services	Xerox C405DN	This category 4 multifunctional print device is a desktop model with color print capability that is suited for low use. This device prints 36 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox C8135H	This category 4 multifunctional print device is a standalone model with color print capability that is suited for low use. This device prints 35 pages per minute on up to 11x17" paper.
Printer Services	Xerox C8145H	This category 5 multifunctional print device is a standalone model with color print capability that is suited for moderate use. This device prints 45 pages per minute on up to 11x17" paper.
Printer Services	Xerox C8070H	This category 6 multifunctional print device is a standalone model with color print capability that is suited for high use. This device prints 70 pages per minute on up to 11x17" paper.
Printer Services	Xerox VersaLink B400DN	This category 2 networked single-function printer is a desktop model with black and white print capability that is suited for moderate use. This device prints 47 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink B600DN	This category 3 networked single-function printer is a desktop model with black and white print capability that is suited for moderate to high use. This device prints 58 pages per minute on up to 8.5x14" paper.

Service Category	Service Name	Short description
Printer Services	Xerox VersaLink B610DN	This category 4 networked single-function printer is a desktop model with black and white print capability that is suited for high use. This device prints 65 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink C500DN	This category 2 networked single-function printer is a desktop model with color print capability that is suited for moderate use. This device prints 45 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink C600DN	This category 3 networked single-function printer is a desktop model with color print capability that is suited for moderate to high use. This device prints 55 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink C8000DT	This category 4 networked single-function printer is a desktop model with color print capability that is suited for high use. This device prints 45 pages per minute up to 12x18" paper and banners on up to 12x52" paper.
Request for Solution	Request for Estimate	Request for Estimate - Rough Order of Magnitude (ROM)
Request for Solution	Request for New or Modified Enterprise Service	This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document or are not able to be requested using the VITA service catalog. Requests for other services should be made using the service catalog or one of the other request for solution forms.
Request for Solution	Request for Solution: Cloud Services	This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document or are not able to be requested using the VITA service catalog. Requests for other services should be made using the service catalog or one of the other request for solution forms.
Request for Solution	Request for Solution: General Requirements	Request for Solution (previously known as Custom Work Request)

Service Category	Service Name	Short description
Request for Solution	Request for Solution: Move/New Location	Request for Solution (previously known as Custom Work Request) .
Request for Solution	Request for Solution: Network	Request for Solution (previously known as Custom Work Request) .
Security Services	Application and source code security	The Application and source code security service is a cloud-based service for securing applications across the enterprise. It offers a complete application security program that spans the software development life cycle (SDLC), from initiation, to test, to production. The service consists of plugins that give developers continuous flaw feedback while coding, scanning of application's source or binary code, assessment of third-party components, automated vulnerablility scans for live sites and training around software security.
Security Services	Application Process Whitelisting	This product is the ongoing monthly charge per workstation using WWLS. It is a compensating control for systems running at an elevated level of risk by allowing only authorized applications and processes to execute.
Security Services	Centralized Information Security Officer (ISO) Service	The Centralized Information Security Officer (ISO) service will assist agencies in performing and documenting: Business Impact Analysis and IT System Security Plans (consisting of IT Security Risk Assessment and Risk Treatment Plans) including required annual updates. ISO Service analysts will also be able to provide consulting and other ISO services.
Security Services	Centralized IT Audit Service	Agencies may contract for IT security audits to be conducted through this service. The audits will be performed in accordance with commonwealth IT auditing standards and will be compliant with the requirement to have a sensitive IT system audited (at least once every 3 years).
Security Services	Cyber Threat Management	This form is used by the Service Towers to report current and emerging threats.

Service Category	Service Name	Short description
Security Services	Data Tokenization	Single license for tokenization which protects sensitive data by replacing it with a unique token.
Security Services	File Level Encryption	File Level Encryption provides transparent and automated file-system level encryption for end user workstation directories, shared drives and removable media such as USB drives. The solution encrypts unstructured, sensitive data in the specified files and folders.
Security Services	KSE Assignment Group/Queue Request	This item should be used to create, modify, or disable an assignment group or queue in Keystone Edge.
Security Services	Managed Firewall Services 100Mb	Small firewall.
Security Services	Modify Existing Site-to-Site VPN Tunnel Endpoint Change	Use this form to change the third-party virtual private network (VPN) end point internet protocol (IP) address of an existing third party site-to-site VPN.
Security Services	Secure Sockets Layer (SSL) Server Certificate Service	The Secure Sockets Layer (SSL) Server Certificate Service allows VITA customers and suppliers to order public-facing Certificate Authority (CA) and internal secure certificates (CA or self-signed) for support of applications. The service provider may alter the certificate type requested to comply with VITA security requirements based on the application use.
Security Services	Security Threat and Vulnerability Assessment Service	Commonwealth Security and Risk Management (CSRM) works with the FBI, law enforcement and third parties to gather cyber intelligence.
Security Services	Server Managed Host Intrusion Protection	Managed services provided to a server in the VITA Environment monitored by the Supplier using the host based intrusion detection system for Windows and LINUX servers.
Security Services	Special Agency Clearance Request	This form is used to request service tower supplier access (clearance) to agency systems. This request should be submitted by the service tower supplier ISO.

Service Category	Service Name	Short description
Security Services	Specialized Managed Firewall Services	Medium and/or large firewall services.
Security Services	System or Application Log File Request	Request log files from VITA platform systems or applications
Security Services	Web Application Vulnerability Scanning Services	Multiple levels of service are available. Please review the service description page for details.
Security Services	Web proxy whitelist for workstations	Use this form to whitelist a URL. This service is only provided for access to URLs, via COV workstations.
Security Services	Workstation Encryption	Workstation Encryption provides the Commonwealth whole disk encryption for personal computing devices. This service comes built into Commonwealth laptops and tablets and is an optional enhancement for desktop computers.
Server Services	Batch Process	This form can be used to request information related to a batch job or process. This catalog form should be used by current subscribers.
Server Services	Database Logical Administration	Database logical administration is a support service for Microsoft SQL or Oracle database assistance for COV agencies not currently managed through physical database administration full service support.
Server Services	Database Physical Administration	Order one instance of Microsoft SQL, Oracle database, or Oracle cluster installation, monitoring, tools, patching, backups and upgrades necessary to manage and maintain the physical standalone database instance.
Server Services	Disaster Recovery (Server) - NEW and MODIFY	Order NEW instances of disaster recovery (DR) for new or existing servers OR MODIFY instances of disaster recovery (DR) for existing servers.

Identify DR tier and amount of storage required. Agencies should consider the critical business needs of each server/application and apply the service tier best suited to return to operations. Costs |

Service Category	Service Name	Short description
		include the DR tier level and amount of storage requested/required for the DR instance.
Server Services	EAPS End-User Concurrent Subscription	ADD new concurrent user license to the enterprise application publishing service (EAPS) instance. The enterprise service enables customers to utilize a shared Citrix infrastructure by providing virtual desktop or application to a user, regardless of their location.
Server Services	EAPS Instance - NEW	The enterprise application publishing service (EAPS) service enables customers to utilize shared Citrix infrastructure to present a virtual desktop or application to subscribed users. The service consists of published application(s), concurrent user licenses per number of users identified and total storage costs, based on customers' requirements during initiation phase.
Server Services	Enhanced Database Security (EDS) - MODIFY	Enhanced security for one instance of Microsoft SQL or Oracle database using enhanced security software. Includes monitoring and configuration updates in collaboration with the customer to evaluate and implement security patches released by the EDS software vendor necessary to manage and maintain the solution. Includes initial set-up and startup of the service.
Server Services	Large File Transfer (LFT)	The Large File Transfer (LFT) is a web based application that allows users to send and receive large files that are typically blocked due to size by e-mail systems. The service is available to all COV users with a COV mailbox and provides reliable delivery with checkpoint restart and integrity check and web browser integration.
Server Services	NAS at Agency Datacenter - NEW	NAS (network-attached storage) file system provisioned at agency datacenter, as available, over the commonwealth's network using CIFS or NFS protocols using tier two storage. Customer will identify

Service Category	Service Name	Short description
		amount of storage required and other parameters as listed on service catalog.
Server Services	NAS at Central Datacenter - MODIFY	Modify existing NAS (network-attached storage) file system provisioned at primary datacenter over the commonwealth's network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of tier storage to increase or decrease and other parameters as listed on service catalog.
Server Services	NAS at Central Datacenter - NEW	Order one NEW instance of NAS (network-attached storage) file system provisioned at primary datacenter over the commonwealth of Virginia network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of storage required and other parameters as listed on service catalog.
Server Services	Physical Server - NEW and MODIFY	Add NEW or MODIFY existing physical server instance located at the primary or agency data center. VITA enterprise architecture physical server exception approval by the VITA CIO required. Subject to recurring hardware service charge (HSC).
Server Services	Restore Requests	Use this catalog item to request file restores from servers or network attached storage (NAS).
Server Services	Server Decommission	This is a request to decommission servers from service.
Server Services	Virtual Server Windows or Linux at Central Datacenter - MODIFY	Modify compute profile of an existing single instance of a virtual server hosted at the commonwealth central data center by increasing or decreasing the number of virtual CPUs (vCPUs) and amount of virtual RAM (vRAM); adjust, add or remove vDISK storage. Recurring pricing adjusted per new selections.
Server Services	Virtual Server Windows or Linux at Central Datacenter - NEW	Order NEW instances of one to three virtual server(s) with MS Windows Server and Linux-based at the commonwealth's central data center. Customers choose the server profile, operating system version and

Service Category	Service Name	Short description
		compute profile (vCPUs, vRAM, and vDISK sizing).
Server Services	Virtual Server Windows or Linux at Agency Datacenter - New or Modify	Single instance of a virtual server with MS Windows Server or Linux-based (e.g. RHEL, UNIX etc.) located at the agency data center per supplier's standard build. Customers choose the required operating system and version, number of virtual CPUs (vCPUs), amount of virtual RAM (vRAM) and virtual disk (vDISK) required. vDISK may be provisioned using physical SAN or virtual SAN (vSAN) depending on the deployed solution.
Service Accounts	Local Account Rights Request	Use this form to request local admin access to specific COV assets.
Service Accounts	Test Account Request	Use this form when requesting to create, modify or disable a COV test account.
Service Accounts	UNIX-Linux Admin Account Request	This is an account that is used to logon to a UNIX and/or Linux server(s). Users who hold IT support roles that grant them a higher level of access may request an administrative account (zz/aa). All others should request a Standard User Account.
Service Accounts	UNIX-Linux Standard Account Request	This is an account that is used to logon to a UNIX and/or Linux server(s). Users who hold IT support roles that grant them a standard level of access.
Service Accounts	zz/aa Admin Account Request	Use this form when requesting to create, modify or disable a "zz" or "aa" account.
Software as a Service (SaaS)	Box Content Management Service	Box content management service coming soon to the VITA service catalog
Voice and Video Services	Audio Conferencing: Instant Meeting	
Voice and Video Services	Virtual Communications Express (VCE)	Virtual Communications Express (VCE) is cloud-based communications with enterprise-level features. VCE offers feature rich, end-to-end business phone systems solutions delivered reliably via the Verizon cloud. The "plug and play" option helps your agency boost productivity while using your existing internet broadband service

Service Category	Service Name	Short description
		and leverage the efficiencies of unified communications.
Voice and Video Services	Virtual Contact Center (VCC)	Our global cloud contact center solution enables agency help desks to manage contacts when and how they want — by phone, email, chat or even text. VCC provides the flexibility and innovation you need to deliver efficient, world-class customer experiences. With an internet connection, a PC and a phone number, your agency agents can work from virtually anywhere and collaborate in real time. VCC improves the performance of your contact center agents, control operating expenses and help you meet your agency's mission.
Voice and Video Services	Jabber	Jabber
Voice and Video Services	UCCaaS	UCCaaS is a hosted and managed unified communications service based on Cisco's hosted collaboration solution (HCS). UCCaaS offers enterprise-grade call control, voice mail, instant messaging, presence and enterprise mobility. Multiple phone models are also included with the monthly service rate. UCCaaS requires a MPLS connection and has inherent built in failover feature.
Voice and Video Services	VoIP - MACD (Move, Add, Change, Disconnect)	Use this form to request a change or disconnect to an existing voice over internet protocol (VoIP) service.
Voice and Video Services	WebEx Conferencing - Single Account	
VPN	Bulk Hard Tokens	Request hard tokens for Customer-maintained inventory at Customer site. Tokens are used to provide multi-factor authentication (MFA) for access to the Enterprise environment.
VPN	Multi-factor Authentication (MFA) Token	Request a new token for an end user account. Tokens are used to provide multi-factor authentication (MFA) for access to

Service Category	Service Name	Short description
		the enterprise environment. (Soft or hard token)
VPN	Reassign/Revoke Token	Add a hard token to an end users account. Tokens are used to provide multi-factor authentication (MFA) for access to the Enterprise environment.
Workplace Collaboration Services	Workplace Collaboration Services - New Functionality	Submit this workplace collaboration services (WCS) form if you would like to request a new Microsoft app, Teams app, Power app or connector to be added to the workplace collaboration services (WCS) offering.
Workplace Collaboration Services	Workplace Collaboration Services - Consulting Services	Workplace collaboration services (WCS) consulting services provides application development using the Office 365 platform (SharePoint, Teams and Office 365 Power Platform) and SharePoint support services for our customer agencies. This service is available to current WCS customers.
Workplace Collaboration Services	Workplace Collaboration Services – Subscription	Virginia Information Technologies Agency (VITA) offers workplace collaboration services (WCS) featuring Microsoft Office 365.
Workplace Collaboration Services	Workplace collaboration services – Support	Submit this form if you need updates made to the set up or configuration of your workplace collaboration services.